



City of Tempe

ADMINISTRATIVE ASSISTANT II+

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	092	<i>FLSA Status:</i>	Non-Exempt
<i>Department:</i>	Citywide	<i>Salary / Hourly Minimum:</i>	\$18.937019
<i>Supervision Level:</i>	Non-Supervisor	<i>Salary / Hourly Maximum:</i>	\$25.564904
<i>Employee Group:</i>	NSU	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Administrative Assistant II+
<i>Drug Screen / Physical:</i>	Y	<i>EEO4 Group:</i>	Administrative Support

DISTINGUISHING CHARACTERISTICS

This is the full journey-level class within the Administrative Assistant series. Employees within this class are distinguished from the Administrative Assistant I+ by the performance of the full range of duties including the most complex and/or sensitive work. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed, and are typically filled by advancement from the lower class of the series, or when filled from the outside, require prior administrative support experience. Appointment to the higher class requires that the employee be performing the full range of duties assigned to the class. While both levels of the series may share many of the same types of duties, the Administrative Assistant II+ level performs administrative support work that has greater variety, complexity, sensitivity, and autonomy.

REPORTING RELATIONSHIPS

Receives general supervision from management, professional, technical staff. May exercise functional and technical supervision over Administrative Assistant I+ and part-time staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Two years of clerical or secretarial experience including public contact.
<i>Education:</i>	Equivalent to completion of the twelfth grade supplemented by specialized administrative course work in general office and business practices. Associate's Degree is desirable.
<i>License / Certification:</i>	None

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of general clerical to administrative support duties for a City department, division, or program; and to provide information and assistance to the public.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Type and proofread a variety of documents including general correspondence, agendas, reports, memos and statistical charts from rough draft, recordings, forms, copy, notes, or verbal instruction. May sign and distribute form letters.
- Perform a variety of routine clerical work including filing, billing, verifying and recording information on records.
- Act as a receptionist; answer the telephone and wait on the general public, providing routine and general information on departmental and City policies and procedures as required; refer telephone calls to appropriate department personnel.
- Compile data for statistical and financial reports; maintain a variety of statistical records; check and tabulate basic statistical data; prepare simple statistical reports.
- Process personnel, payroll and purchasing information; order and maintain office supplies; resolve errors in orders received and on invoices.
- Perform record keeping for various funds and expenditures; maintain inventory records and other department and program files.
- Sort and file documents and records, maintain alphabetical, index, and cross-reference files.
- Operate a computer, calculator and/or other office equipment.
- Receive, sort and distribute incoming and outgoing correspondence.
- Issue, receive, type and possess various applications, permits and forms
- May receive incoming telephone and voice radio calls, record required information and use voice radio to dispatch necessary City services; maintain radio contact with City units.
- May maintain and control petty cash fund; accept payment of fees and make change; maintain and process cash records.
- May enter data and information into computer.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

In addition to the aforementioned duties, Administrative Assistant II+ duties may include, but are not limited to, the following:

- Compose routine correspondence related to assigned responsibilities; type and proofread a wide variety of reports, letters, memos, forms, and statistical charts; type from rough draft, verbal instructions or recordings; may sign and distribute correspondence.
- Compile and organize data and background material and prepare a variety of statistical, financial, operational and special project reports. Maintain a variety of statistical records; verify and tabulate basic statistical data.
- Establish, organize and maintain filing systems; perform record keeping for various funds and expenditures; maintain inventory records and other department and program files; handle and maintain sensitive and confidential information and records.
- Operate a variety of office equipment including a computer; input and retrieve data and text; organize and maintain disc storage and filing.
- Process personnel, payroll and purchasing information; order and maintain office supplies; resolve errors in orders received and on invoices.
- Maintain calendars and schedules of activities, meetings and various events; set meetings and appointments; coordinate activities with other City departments, the public and outside agencies; coordinate travel arrangements; ensure that meeting facilities are prepared.
- Verify and review materials for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records and reports.
- Implement and assist in developing procedures and policies related to assigned functions.
- May act as a receptionist; answer the telephone and wait on the general public, providing routine and general information on departmental and City policies and procedures, regulations, systems, and precedents relating to area of assignment; issue, receive, and process various applications, permits, and other forms; screen mail and telephone calls and respond to and resolve routine complaints and issues; refer remaining issues to appropriate department personnel.
- May attend meetings, take minutes and transcribe as necessary; coordinate and participate in the preparation and processing of agendas; ensure that staff reports are typed; ensure that agenda packet is complete including all staff reports and related supporting documents; coordinate the duplication, collation, and distribution of agenda packets.
- May maintain and control petty cash fund; accept payment of fees and make change; maintain and process cash records.
- Perform related duties as assigned.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Pending

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability

Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY

*Effective March 2006 (newly created flexible classification series)
Revised April 2015 (Update min quals for level I)*